

# Statewide Certified Community Residential Services and Supports Provider Meeting

## July 31, 2024

Thank you to all who were able to participate in our recent statewide provider meeting. Below you will find requested and additional information from presenters.

### Residential Videos

DDA has created four short videos to help explain some of the similarities, differences, and experiences of people who live in supported living, group training home, companion home, and alternative living settings. Please feel free to share with You can access the YouTube playlist here:

[DDA Community Residential Services Video Playlist](#)

### Residential Training Updates

DDA is amending these rules primarily to ensure providers complete the skills-demonstration portion of CPR in accordance with OSHA guidelines. Other changes clarify the content of various training components, use terminology more consistently, and remove unused definitions and update others. Public Hearing on these rule changes was held August 27, 2024.

Proposed Rulemaking Notice: [102-24-15-124.pdf \(wa.gov\)](#)

Subscribe to DDA's news and updates sent thru [GovDelivery](#) and add "Rulemaking Notifications" to your subscriptions.

### Quality Assurance Trend Review

Please review the attached PowerPoint: QA Statewide Trends – July 2024

### Care Coordination

Please bring your questions to the next statewide provider meeting – this will be a standing topic at each meeting.

### Workforce Development

Please review the attached PowerPoint: Workforce Development 07 2024

For more information, please contact Jeanne Whalen -- email: [jeanne.whalen@dshs.wa.gov](mailto:jeanne.whalen@dshs.wa.gov)

### Liability Insurance Increase

The minimum liability insurance requirements under your contract were updated as of March 1, 2024. Under Administrative Policy 13.13, Policy section (D)(1):

All contractors must have general liability insurance as provided below:

- a. Commercial general liability (CGL), business, or general liability policies are acceptable types of liability insurance for any contract.
- b. Supplemental, workplace, and premises liability are acceptable types of liability insurance, but only when they are specifically attached to a professional liability policy (see below Section D (2)).
- c. The minimum monetary limits of CGL, business, general liability, supplemental, workplace, or premises liability insurance coverage required of all DSHS contractors is \$2 million dollars per occurrence, and \$4 million dollars aggregate.

If you are an existing DSHS contractor, you must meet the above required limits by the next contract renewal (July 1, 2025). Any new DSHS contracts must meet the required limits at the time of contracting. For example,

if you are a current contractor, seeking to expand services into a new county effective November 1, 2024, you will need to meet the updated liability insurance limits for that new contract as of November 1<sup>st</sup>.

Please refer to the attachments: *DSHS AP 13.13 Official and Insurance Language 8.2.24*

### Small Business Waiver

To ease the burden on some smaller DDA providers, there is an exclusion waiver in place for all DDA contracts/providers that are small businesses. The waiver reduces the limits to the previous amounts of \$1M per occurrence and \$2M aggregate.

To take advantage of this waiver, a provider must review the definition of "small business" as defined in [chapter 39.26.010 RCW](#) and attest that they meet that definition by signing [DSHS form 27-234](#). Submit this form to your resource manager, who will send back assigned waiver request approval.

**If a provider does not meet the definition of a small business, the full \$2M and \$4M insurance limits apply.**

### Supported Living Setting Requirements

Please review the attached PowerPoint: SL Settings Requirements PPT 2024-07-31.

All providers will be required to fill out and submit a self-assessment, which will walk through expectations of all supported living settings in accordance with the DDA Guiding Values. DDA will notify providers once this self-assessment is finalized.

### One Referral Policy

DDA has aligned referral processes across residential settings into Policy 4.01, *One Referral*. This new policy offers direction to DDA personnel. The purpose of this policy is to establish a single referral process for the services and settings in the scope of this policy. This policy reduces the number of unique referral packets a case manager must create and covers the referral process up to the case manager submitting completed referral packets to the appropriate program contact. After a completed referral packet is submitted to the appropriate inbox(es), processes in the program-specific policy are used to move the packet forward to a decision.

Providers should continue to follow the updated Policy 4.02, *Community Residential Services: Referral, Acceptance, and Change in Provider*.

#### [4.01](#), One Referral

#### [4.02](#), Community Residential Services: Referral, Acceptance, and Change in Provider

### Emergency Preparedness

Please review the attached PowerPoint: Emergency Preparedness – July 31 2024.

### Process Improvement

We want to hear from you to help us simplify our supported living process. Have you ever said to yourself, "there has to be a better way to do this?" The survey below focuses on interactions between providers and resource management. For instance, how do you feel about the current process for submitting residential allowance requests (RAR) or cost of care adjustments (COCA)?

Please fill out the [survey monkey](#) with your ideas and suggestions by September 6, 2024.